

## EXAMPLE OF LEADERSHIP & MANAGEMENT CAPABILITIES

We believe that people holding a line management responsibility, should have the following capabilities:

### **Leadership**

- Provide staff with a vision of where we are going
- Involve our people in the planning of business goals and targets
- Motivate and inspire people to achieve success
- Encourage people to share their ideas for making improvements to their own and others performance
- Empower people to take ownership and responsibility for jobs
- Praise and recognise good performance

### **Management**

- Agree with people their personal goals, targets and/or objectives
- Agree with people the standard of performance that we are looking for in each area of the business
- Monitor and review the performance of each member of staff
- Provide staff with feedback on their performance – positive and negative
- Carry out regular appraisal reviews on performance

### **Development**

- Identify and plan training needs of the team
- Ensure that all team members can access training and development in an equal and fair manner
- Ensure that the induction for new staff is effective
- Provide support for staff during their learning and development projects
- Carry out on-the-job coaching to improve performance
- Evaluate the impact of learning and development activities on performance